

FIG. 2

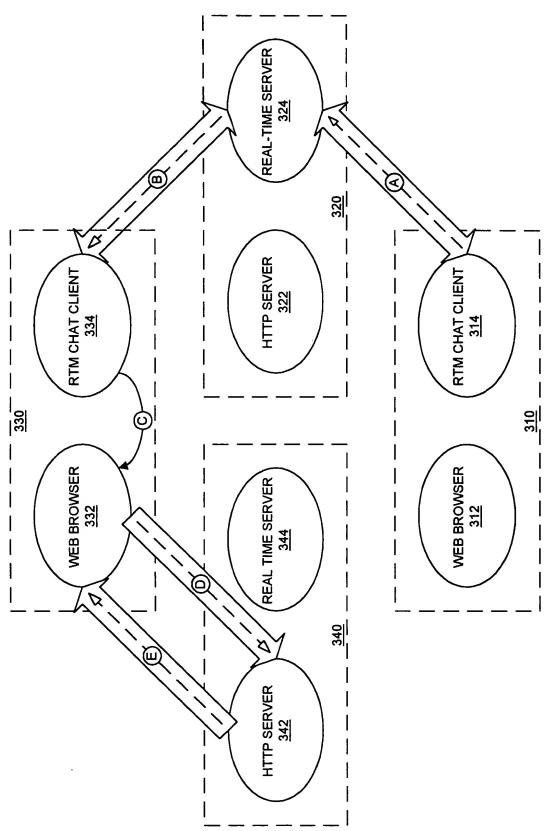
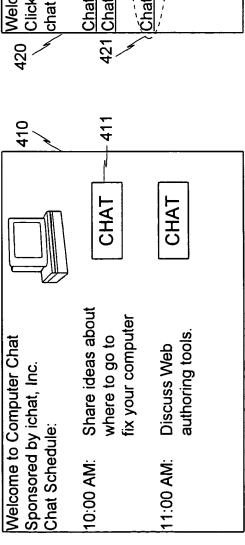


FIG. 3

18/768**506**597



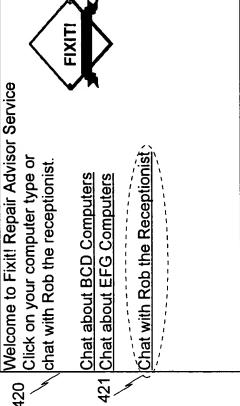
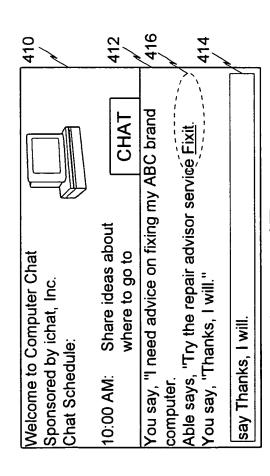


FIG. 4C

FIG. 4A



420 Welcome to Fixit! Repair Advisor Service
Click on you computer type or
426 chat with Rob the receptionist.

BCD Computer

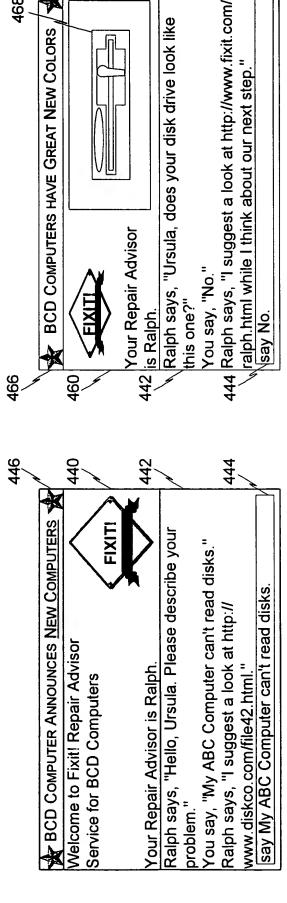
EFG Computer

A22 You say, "Can you help repair my ABC Computer?"
Rob says, "An ABC Computer is exactly like a BCD Computer. I will move you to a BCD Computer repair

424 advisor for help."

say Can you help repair my ABC Computer?
FIG. 4D

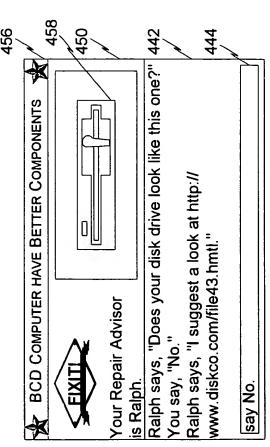
FIG. 4B

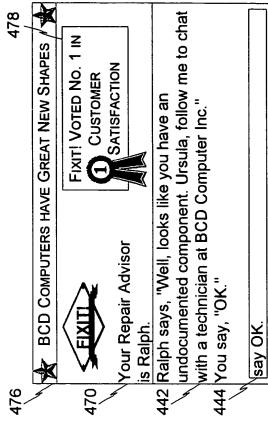


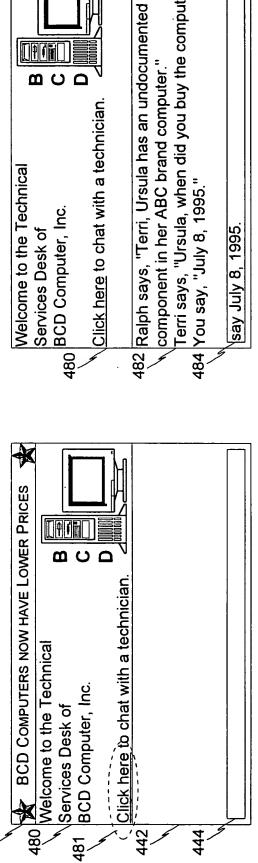
468

BCD COMPUTERS HAVE GREAT NEW COLORS

FIG. 4E







Terri says, "Ursula, when did you buy the computer?"

component in her ABC brand computer."

Click here to chat with a technician.

m ර

Welcome to the Technical

BCD Computer, Inc.

Services Desk of

FIG. 4)

say July 8, 1995.



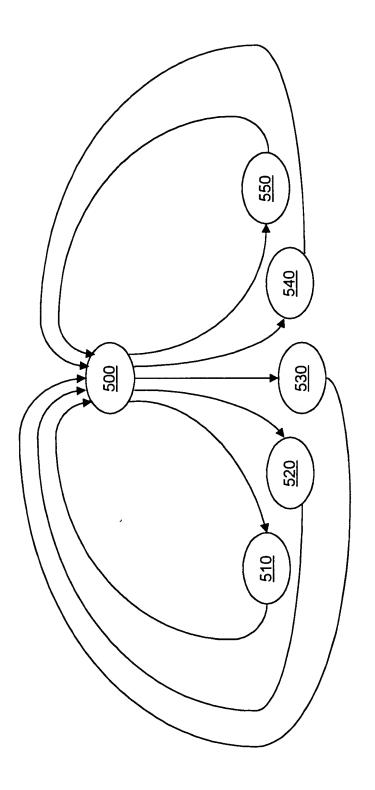
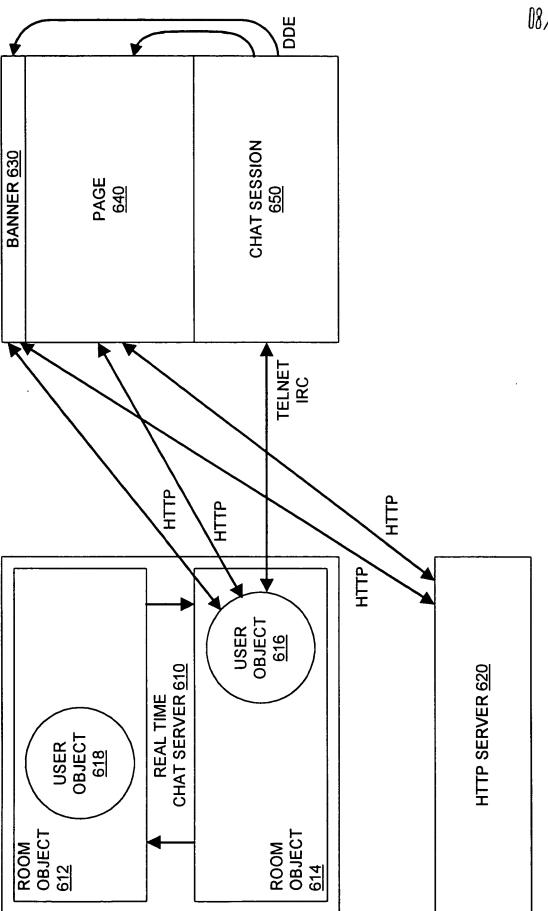


Fig. 5



)/10...)

FIG. 6

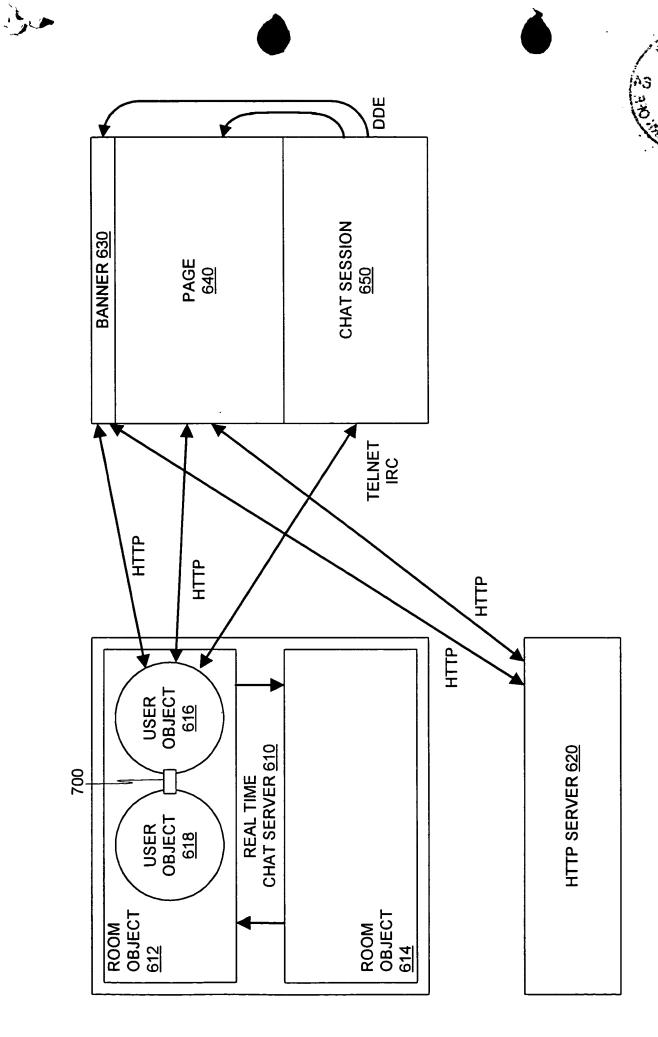
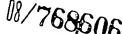


FIG. 7



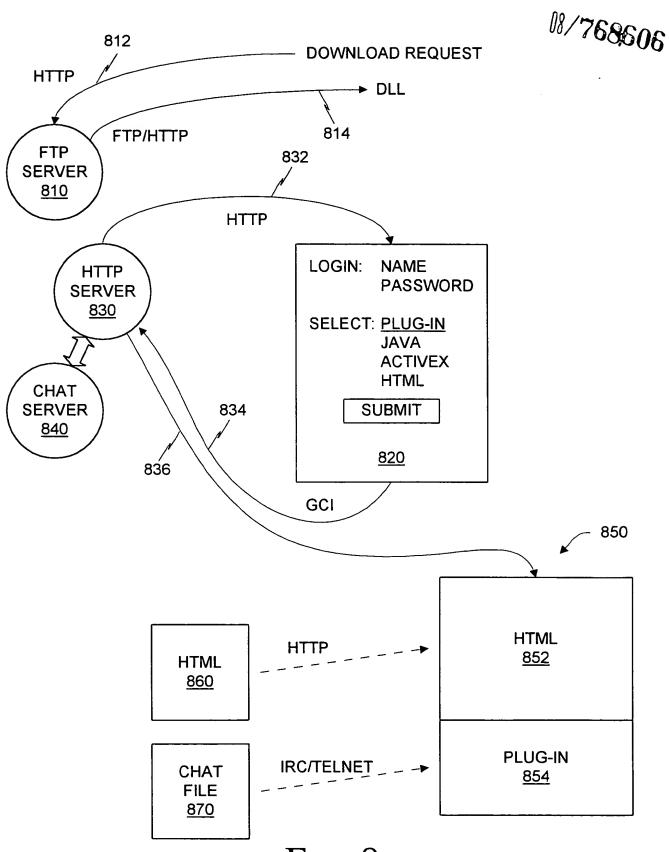


FIG. 8

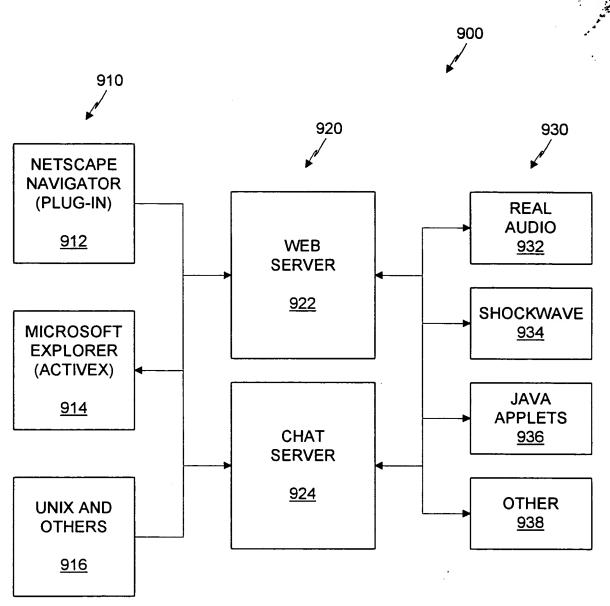


FIG. 9